

POSTING

EMPLOYMENT COUNSELLOR Permanent Full Time (35 hours per week) - 3 Positions (This position requires work outside normal office hours)

WorkBC Employment Services North Surrey & Newton Location

The Employment Counsellor is responsible for achieving sustained employment outcomes by utilizing all three service delivery channels - Outreach, Virtual and WorkBC Centres. The position provides employability and formal needs assessments, development of return-to-work action plans, case management and follow-up support, referrals and assistance to those seeking sponsored training or other long term interventions, as appropriate. The Employment Counsellor uses a client centered approach to identify strengths, skills and abilities, and addresses barriers to effective achievement of employment and/or community attachment goals. The Employment Counsellor is responsible for staying abreast and following WorkBC Policy and ICM requirements to ensure accurate data entry and record keeping in ICM and collection of statistical information. This position is responsible for meeting the specific targets and outcomes set by funders, maintaining consistent records and tracking data to report out on the program participants to both funder and Options Community Services.

KEY DUTIES AND RESPONSIBILITIES:

1. Conduct formal needs assessments, including assessment of skills, education, experience, employment readiness, job search skills, life skills and social skills; identify barriers, make appropriate referrals and develop best next steps towards sustainable employment to achieve targets.
2. Work with clients to develop/update a collaborative return-to-work action plan including resume development, job coaching follow-up and outreach work that appropriately meets the clients' needs.
3. Administer, monitor and track financial supports and services according to WorkBC policy and eligibility criteria, including job start supports, transportation supports, food supports, grooming kits and other financial supports related to long term interventions.
4. Assist clients through the application process for skills training, PBLMT, JCP, wage subsidy, self-employment, and other long term interventions.
5. Meet performance measurement targets, service/intervention level targets and outcome targets.
6. Participate in team building and share information for program development in case conference and staff meetings.
7. Build strong connections within the community for the purpose of marketing clients and branding of the program.
8. Perform other duties as assigned.

QUALIFICATIONS

Education, Training and Experience:

- Minimum three years' demonstrated experience in employment counselling or post-secondary education or combination of equivalent experience and training, with emphasis in employment counselling.
- A Career Development Practitioner certificate is an asset.
- Competent assessment skills utilizing a comprehensive model, appropriate to the client's needs.
- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.
- Well developed computer skills in Microsoft Office; strong ability to learn new computer software, including ICM.

Job Skills and Abilities:

- Comfortable working in a performance based work environment with strong emphasis on sustained employment outcomes.
- Flexible and committed to working in a team to achieve sustainable outcomes and targets.
- Sound understanding of skills training process and long term intervention decision making criteria.
- Ability to write and format current industry standard resumes.
- Strong problem solving skills and ability to make "hard decisions".
- Must be independent, self-motivated and have a mature disposition.
- Competent in relating to a diverse clientele and sincere appreciation for a multi-cultural environment.
- Second language is an asset (especially Arabic and Spanish).
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE:

Resumes will be reviewed starting [March 29, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Lois Venables, Assistant Manager
Options Community Services Society

Unit 160, 10362 King George Blvd.
Surrey, BC V3T 2W5

Email: employmentservices@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21306] and outlining your qualifications and related experience for the position.